



Adult & Employer Linkage (AEL) Committee Meeting

April 20th, 2023, at 4:00 p.m. – Zoom

Please note – This meeting is being recorded for record-keeping and quality assurance purposes.

Promoting a prosperous community by providing a progressive workforce system

AGENDA

1. Call to Order – Todd Samuel
2. Welcome & Roll Call – Cyndelle
3. Motion to Approve Adult & Employer Linkage Minutes- March 16th, 2023 (Needs a vote)
4. **Motion to award the WIOA Title IB Dislocated Worker Subrecipient Contractor, Career Path Services, an additional \$13,309, bringing the total contract amount to \$773,072, effective April 10, 2023.** – Jessie (Needs a vote)
5. Guest Speaker: Where Are They Now? David Phongsu, Introduction - Jessie
6. WIOA Adult and Dislocated Worker Updates –Jessie
7. Community Development Block Grant – Becky
8. Together We Rise – Outreach to Historically Disadvantaged Communities – Isaac
9. QUEST Update - Jessie & Carya
10. Economic Security for All – Becky
11. WorkSource Columbia Basin (WSCB) Update - Crystal
12. Agency Updates – Business Updates, Challenges, Successes, and Upcoming Events.
 - Employment Security Department (ESD) – Rebecca Williamson
 - Opportunities Industrialization Center (OIC) – Israel Delamora
13. Next Meeting
 - Adult & Employer Linkage Committee - Thursday, May 18th, 2023, at 4:00 p.m. on Zoom
 - Executive Committee - Tuesday, April 25th, at 3:15 p.m. on Zoom
 - Quarterly Board Meeting – Tuesday, April 25th, at 4:00 p.m. on Zoom
14. Adjournment
15. Attachments
 - Adult & Employer Linkage Minutes: March 16th, 2023
 - Memo to award the WIOA Title IB Dislocated Worker Subrecipient Contractor, Career Path Services, an additional \$13,309
 - March 2023 Program Performance Summaries
 - March 2023 Layoff Profile
 - March 2023 TC Futures Report
 - March 2023 Liaison Report
 - March WSCB System Coordinator Report

Benton-Franklin Workforce Development Council contributes to our prosperous community by elevating the human potential.



Benton-Franklin Workforce Development Council (BFWDC)
Adult & Employer Linkage (AEL) Committee
March 16th, 2023, 4:00 PM – Zoom.

<u>Present</u>	<u>Excused</u>	<u>BFWDC Staff</u>		<u>Guests</u>
Adolfo de Leon	Kate McAteer	Tiffany Alviso	Crystal Bright	Juan Ortiz
Todd Samuel		David Chavey-Reynaud	Heather Woodruff	Kelly Harnish
Jennie Weber	<u>Absent</u>	Jessie Cardwell	Scott Koopman	Sarah Goedhart
Michael Lee	Karl Dye	Becky Tuno	Kayci Loftus	
		Isaac Estrada	Selma Velagic	
		Cyndelle Howell	Sonja Young	
		Carya Bair	Lisandra Valencia	

Call to Order

Adolfo de Leon started the meeting by welcoming everyone and called the meeting to order at 4:00 PM.

Cyndelle Wood read the roll call while everyone responded. The meeting quorum was met. She asked guests and system partners to put their names and organization in the chat and thanked everyone for joining the meeting.

Motion to approve AEL Committee Meeting Minutes

The February 16th Adult & Employer Linkage Committee meeting minutes were provided for members to review.

Todd Samuel motioned to approve the January 19th, 2023, AEL Committee Minutes as presented, seconded by Michael Lee; the motion was carried unanimously to approval.

Motion to award the EcSA Round 3 Subrecipient Contractor, Career Path Services, an additional \$25,000, bringing the total contract amount to \$396,204, Effective April 1, 2023.

Todd Samuel motioned to approve the EcSA Round 3 Subrecipient Contractor, Career Path Services, an additional \$25,000, bringing the total contract amount to \$396,204, Effective April 1, 2023, as presented, seconded by Michael Lee; the motion was carried unanimously to approval.

Board Member Jennie Weber recused from the motion.

Motion to award RFP #2023-01 WIOA Title IB Dislocated Worker/Adult/Youth Services Contracts to Career Path Services, Effective July 1, 2023, to June 30th, 2024

Michael Lee motioned to approve the RFP #2023-01 WIOA Title IB Dislocated Worker/Adult/Youth Services Contracts to Career Path Services, Effective July 1, 2023, to June 30th, 2024, as presented; seconded by Todd Samuel; the motion was carried unanimously to approval.

Board Member Jennie Weber recused from the motion.

Guest Speaker, Sarah Goedhart, Head Wine Maker, Hedges Winery - Carya & Sarah

Carya introduced Sarah to the meeting attendees. Sarah described her background and then reviewed the different types of positions they hire for and the qualifications needed. She described that they are a quality employer offering a 401k and vacation and sick time to vineyard workers, which is very rare. She demonstrated their variety

of work and the benefit of working at Hedges Winery. Challenges they face are still with logistics and shipping. They don't always get their supplies on time, which halts some operations.

Dr. Michael Lee directed her to their intern website to post the positions they have for interns; he also put the link in the chat.

WIOA Adult and Dislocated Worker Update - Jessie

Jessie Cardwell provided an overview of the Adult and the Dislocated Worker programs. Jessie provided information on strategic partnerships to keep performance outcomes on track, including recruitment and outreach, covering program expenditures and targets, follow-up, and placement rates. She encouraged all to read the Program Performance Summary for the Adult and Dislocated Worker Program, included in the meeting materials.

Jennie Weber provided data on the number of customers RESEA is seeing quarterly.

Community Development Block Grant - Becky

Becky provided an overview of the cumulative program performance summary, including outreach and program efforts. Becky shared the to-date community members impacted, which is over two times the original program target of 40,000. This number is updated every quarter, with the next update occurring during June's reporting period. Becky discussed that the program is in closedown mode as it ends June 30th,

Board Chair Todd Samuel asked a clarifying question about spending and cost per outcome.

Becky explained that the cost of the program was to support the eight placements at the worksites that helped serve the community, which is not a lot of money that is spent. But those eight placements helped serve 85,000 people, which is a good use of those dollars.

Together We Rise – Outreach to Historically Disadvantaged Communities – Isaac

Isaac provided an overview of February's OHDC cumulative program summary included with the meeting materials, sharing that they anticipate exceeding the goal of 750 referrals by March 2023. Isaac shared the progress of the research piece of the grant, together with the research goals and community survey. To support the findings from the focus groups, a community survey with questions regarding key findings was released in the week of January 16 to validate and form conclusions based on preliminary data from our focus groups. Deliverables are being collected, and more information will be shared at our next meeting.

QUEST Update – Jessie & Carya

Jessie discussed that the outcomes for QUEST are slow, which is strategic. They plan to take off with serving participants on July 1, 2023, with the new program year. The QUEST fund will help to mitigate the quarter-one cap in funding that the Adult and Dislocated Worker programs experience.

Carya shared that she is busy meeting with community partners and developing sector partnerships. Once more participants are enrolled, she can connect with appropriate businesses for quality job opportunities. She is also creating a directory of those tasked with workforce development duties at community-based organizations to create a master list. This list will be a great resource for anyone who needs it.

Economic Security for All - Becky

Becky shared the State and Federal cumulative EcSA program performance summary in the meeting packet covering program highlights and total employed exits for February 2023. Federal EcSA is 51% spent, and State EcSA is 81% spent; both are on track. Becky provided program challenges as well as outreach and partnership efforts.

Jessie shared that the State is pleased with the variety of training they see from our local area in all programs.

WorkSource Columbia Basin (WSCB) Update – Crystal

Crystal Bright shared the WorkSource operator report details, which were included in the meeting materials. She highlighted February WorkSource site operations and customer feedback. Crystal summarized service delivery, discussing career and business services and community connections, highlighting that February has been the busiest month post -COVID. She shared that WSCB is at the beginning of the monitoring season, and it will go through the end of May. She shouted out to the entire WSCB team for all of the great work they were doing. Crystal also thanked all the partners in attendance for their work executing a new non-IFA partner MOU and highlighted a new MOU partner Assurance Wireless.

Todd shared that he took a tour of WSCB and is so pleased with the space and the professionalism of the building and staff. He encouraged others to take a tour if they had not been there in a while.

Round Table/Agency Updates

Board Retreat Summary – Todd Samuel

Todd shared that he enjoys hearing about our programs, not just WIOA Title IB. It shows the diversity in funding impacting our communities’ citizens, which was a board goal from the last retreat.

Todd shared that at the Board Retreat on February 23rd, 2023, the BFWDC staff gave a series of presentations, and they were able to learn about the staff and the work they do. He shared that we had fun and played some games. Then focused on what was going well and what was not working and created some strategic goals for the next year. One goal is to raise awareness of the BFWDC, WSCB, and TC Futures in the community. The other is to raise unrestricted funds to provide flexibility in the services we can provide that aren’t always available with our current funds.

TC Futures Graduation - Cynthia

Cynthia provided a reminder and invitation to the TC Futures GED graduation at 6 PM on March 16th (same day as this meeting). All were invited and encouraged to attend.

Next Meeting

- Adult & Employer Linkage Committee – Thursday, April 20th, at 4:00 PM, on Zoom.
- Executive Committee - Tuesday, March 21st, at 4:00 PM on Zoom.

Adjournment

With no further business, the meeting was adjourned at 5:03 PM.

Respectfully submitted:

Adolfo de León, Committee Chair Date

Jessie Cardwell, Workforce Program Manager Date

MEMORANDUM

DATE: April 13, 2023

TO: Benton-Franklin Workforce Development Council (BFWDC) Full Board

FROM: Jessie Cardwell, Workforce Programs Manager

SUBJECT: Motion to award the WIOA Title IB Dislocated Worker Subrecipient Contractor, Career Path Services (CPS), an additional \$13,309, bringing the total contract amount to \$773,072, effective April 10, 2023.

Background: State Employment Security Department (ESD) is reallocating unspent Rapid Response funds to local areas interested in receiving additional funds for their Dislocated Worker programs and are in good standing with their expenditures. Our area's reallocation amount is \$42,507, which must be spent fully by June 30, 2024. Because we can use these funds until June 2024, \$13,309 will be applied to PY22, and the rest, \$29,198, will be applied to PY23 to help increase funds for the first quarter when there is a cap.

- In reviewing the February 2023 Dislocated Worker program invoice, our service provider, CPS, has expended 104% of their monthly target.
- CPS has successfully met expenditure targets while reflecting successful outcomes in its programs.
- CPS has continued to develop new strategies throughout the program year to provide alternative ways for customers to access services and engage with program participants to assist them in attaining their goals. Their efforts to assist participants and improve services have been highlighted in the Program Performance Summaries reviewed by the Adult and Employer Linkage Committee.

BFWDC staff recommends increasing Career Path Services PY22 WIOA Title IB contract by an additional \$13,309 beginning April 10, 2023, bringing the contract total to \$773,072.

March 2023

PY22 Adult Program Performance Summary (Cumulative) (Total contract amount \$568,307)			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of March 31 st , 2023	\$481,938	\$426,230	113%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	215	136	162
Exits			
Total Employed Exits	65	60	96
Placement Rate	69%	85%	85%
Median Wage	\$20.25	\$18.00	\$18.00
Training Services			
Individual Training Account (ITA)	31	28	34
On-the-Job Training (OJT)	0	0	2
Work Experience (WEX)	0	0	1

Strategic Partnerships Recruitment and Outreach:

- Staff met with Kristen Para with Para Brothers Fencing to determine their staffing needs to connect participants to their company for possible OJT/WEX opportunities.
- Staff met with Mona Gonzales, the Customer Service Director of Pasco Public Library, to set the cohort classes for resume and interviewing 1x1 that would be open to the community. We will have classes available at the Pasco site every other Thursday from 1-5 pm.
- Staff has been able to successfully connect customers seeking financial support with their CDL to a grant that is offered through the Washington State Department of Transportation. Staff assisted around 15 customers with applying for the scholarship and nine (9) of which have received an acceptance letter with full funding.

Placement rate: This will increase as more participants obtain unsubsidized employment.

Participant Success Story:

Jose, 40, was underemployed at Pepsi Co, working between 30 to 40 hours a week making \$18.25/hour. Jose was not earning enough to be self-sufficient, as he was also the sole provider in his household of four. While working at Pepsi Co, Jose was offered an opportunity to work full-time at a higher wage that would allow him to become self-sufficient. However, the position offered required that he have a Commercial Drivers License (CDL), which he did not have. He came to the Adult program seeking assistance obtaining his CDL License and was co-enrolled in the State EcSA program to leverage funds for training costs. The program was able to assist Jose with his CDL training through T-Enterprise. Jose completed his training and received his license in December. After successfully passing all exams and earning his license, Jose thought he could move to his new position at Pepsi Co immediately, but this was not the case. His employer did not provide a specific start date, and the participant became impatient as he expected to start his new position as soon as he had his license. Jose’s case manager worked with him to decide what his options could be as he was in a bind financially. Jose was referred to several open positions, including Sysco and YRC. After several conversations with his manager, Jose was finally moved to the position originally offered as a CV Driver (Central Vending Driver) on 3/16/2023, working full-time at a wage of \$26/hr. with benefits. He reached his goal of self-sufficiency.

March 2023

PY22 Dislocated Worker Program Performance Summary (Cumulative) (Total contract amount \$756,763)			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of March 31 st , 2023	\$581,910	\$569,822	102%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Served	134	143	177
Exits			
Total Employed Exits	47	85	112
Placement Rate	82%	85%	85%
Median Wage	\$22.50	\$22.00	\$22.00
Training Services			
Individual Training Account (ITA)	22	29	37
On-the-Job Training (OJT)	0	2	3
Entrepreneurial Training	0	0	1

Strategic Partnerships, Recruitment, and Outreach:

- Staff met with Kristen Para with Para Brothers Fencing to determine their staffing needs to connect participants to their company for possible OJT/WEX opportunities.
- Staff met with Mona Gonzales, the Customer Service Director of Pasco Public Library, to set the cohort classes for resume and interviewing 1x1 that would be open to the community. We will have classes available at the Pasco site every other Thursday from 1-5 pm.
- Staff have been able to successfully connect customers seeking financial support with their CDL to a grant that is offered through the Washington State Department of Transportation. Staff assisted around 15 customers with applying for the scholarship and nine of which have received an acceptance letter with full funding.
- Leadership was invited to present at the Department of Social and Health Services (DSHS) team meeting about Title 1b programs at WorkSource. The presentation included a basic overview of eligibility, services offered, benefits of case management, and how to refer. Seven referrals from DSHS were sent to staff since the presentation.

Total Employed Exits:

- Leadership worked diligently with the BFWDC to increase flexibility for required data for employed exits which allowed for more to be reported that would've previously been considered "negative" due to lack of information. Employed Exits have averaged around five per month; however, with increased flexibility, 11 were reported for March.

Individual Training Account (ITA): There are eleven (11) ITAs scheduled to complete in December 2022-May 2023.

- 1 Dental Assistant
- 1 CompTIA Security
- 1 Real Estate Broker
- 5 Com. Drv. License (CDL)
- 1 Nail Technician
- 1 Human Resource Prof.
- 1 Administrative Technician

March 2023

PY22 CDBG Program Performance Summary (Cumulative from July 1st, 2021 – June 30th, 2023)			
Program Expenditures	Program Budget	Year to Date Spent	% Spent
As of February 28, 2023	\$363,831	\$214,649.04	59.0%
Placement at Sites	Actual Outcomes	Monthly to Date Target	Program Target
Participants	8	12	12
Low-to-Medium (LMI) Individuals	Quarterly Outcomes		Program Target
Community Members Impacted	85,553		40,000

Community Members Impacted:

- There are currently five participants placed at their respective food sites to support food distribution efforts.
- The total cumulative community members served to date is **85,553** which is **over 2 times** the original program target of 40,000. This number is updated on a quarterly basis with the next update occurring during March’s reporting period.

March 2023

PY22 OHDC Program Performance Summary (Cumulative from March 1st, 2022 – June 30th, 2023)					
	Actual	Sept. Goal	Dec. Goal	March Goal	OHDC Overall Goal
Persons reached	5,837	N/A	N/A	N/A	N/A
Referrals	804	150	300	750	1100

OHDC Outreach

- DSB Radio Campaign resulting in enrollments for Vocational Rehabilitation and Independent Living Services.
- Commercials for Television and radio contracts were implemented and began for OIC of Washington to increase enrollments for the NFJP and SSVF.
- New enrollments for the BFET and SNAP program through the ESD contract.
- OHDC supported digital advertisements for SNAP through People for People has begun. Television and Radio is planned for April.
- CPS Staff visited Benton County Drug Court and spoke about Dignified Work, TC Futures, and WorkSource. This outreach was focused on serving low-income and individuals with disabilities, and homeless individuals.

OHDC Research

Deliverables: Sonar Insights has provided us with deliverables alongside, data and all information related to our research. Information is being compiled to share from the communication guide.

Research Goals:

- Find the most optimal forms of communication and messaging to use for reaching underserved populations in Benton and Franklin counties.
- How people are finding local resources.
- Identify barriers and challenges for underserved populations when it comes to finding, accessing, and receiving assistance.
- Overall, finding the best ways to create access through outreach.

March 2023

QUEST Summary (Cumulative) (Total contract amount \$343,643)			
Program Expenditures	YTD Spent	YTD Target	% Target Spent
As of March 31 st , 2023	\$27,855	\$30,963	90%
Enrollments	Actual Outcomes	Monthly to Date Target	Annual Target
Total Planned Participants	10	5	43
Services	Actual Outcomes	Monthly to Date Target	Annual Target
# of Participants Receiving Career Services	10	5	43
# of Participants Receiving Individual Training Accounts (ITA)	3	0	30
# of Participants Completing Individual Training Account (ITA)	1	0	25
# of Participants Receiving Supportive Services	0	0	15
Exits	Actual Outcomes	Monthly to Date Target	Annual Target
Total Employed Exits	0	0	35

Program Highlight:

Of the ten enrollments for QUEST, seven were brand new to workforce development services and had never received services from WorkSource previously. None knew the many services available at the center and were grateful for the support. Most customers are interested in CDL training in addition to other fields such as Manicurist and Teaching. Employment trends will be updated in the coming months as we serve more customers.

Effective Practices and Program Strategies:

In February, staff received a referral from DSHS for a customer who had recently sought refugee status in the United States from Ukraine. He was receiving Refugee Cash Assistance and needed assistance finding self-sufficient employment for when his family could join him in the United States. He had been unemployed for several weeks and met the criteria for QUEST. Staff inquired further about his situation and learned that he was closely connected to other refugees in our community who needed the same assistance he was benefitting from. Knowing that “word of mouth” recruitment is the most effective within this community, staff encouraged him to share information about WorkSource services with other refugees that could benefit from QUEST and other employment supports. As a result, staff enrolled four Ukrainian refugees, also receiving Refugee Cash from DSHS, and assisted them in connecting to resources for training opportunities, including scholarships from the Department of Transportation, QUEST, and WIOA Title 1b funding. Staff utilized Language Link to translate as English was a second language for all. All the customers are brand new to the WorkSource system and wouldn’t have engaged in services without the support and collaboration of multiple community partners. All four customers have begun their training and will complete it soon.

March 2023

State and Federal EcSA Program Performance Summary (Cumulative from April 2022 - June 2023)			
Program Expenditures	Program Budget	Year to Date Spent	% Spent
Federal EcSA	\$298,753	\$185,270.13	62.0%
State EcSA	\$371,204	\$319,436.69	86.1%
Eligible Participants Enrolled	Actual Outcomes	Monthly to Date Target	Program Target
Federal EcSA	159	140	150
State EcSA	65	43	55
Co-Enrolled	27	n/a	n/a
Training Placements at/above income self-sufficiency calculator goal	Actual Outcomes	Monthly to Date Target	Program Target
Federal EcSA	59	38	40
State EcSA	29	20	24
Co-Enrolled	0	n/a	n/a
Exits at or above income self-sufficiency calculator goal	Actual Outcomes	Monthly to Date Target	Program Target
Federal EcSA	49	75	95
<i>Employed Exits Below Threshold</i>	15	n/a	n/a
State EcSA	27	27	35
<i>Employed Exits Below Threshold</i>	0	n/a	n/a
Co-enrolled	12	n/a	n/a
<i>Employed Exits Below Threshold</i>	0	n/a	n/a

Program Highlights:

Outreach/Partnership Efforts: Operator staff presented to DSHS staff about Title1b & EcSA programs. Resume & interviewing cohort classes at the Pasco Library will be scheduled for every other Thursday from 1–5 pm. The details & marketing materials were created.

EcSA Success Story: Staff first met Rosa (49) in January 2023. At that time, Rosa was underemployed at her job at Senske and receiving SNAP benefits. She no longer enjoyed her job and wanted to find a career where she'd be working directly with the public and earning a self-sufficient wage. When speaking to Rosa, she revealed that she previously worked at WorkSource through Career Path Services for many years and highly enjoyed her job as a Guest Resource Specialist. Once enrolled into the State EcSA program, Rosa's Case Manager heard about an opportunity funded through a new partnership with the BFWDC through the Outreach to Historically Disadvantaged Communities grant from Department of Commerce. The position was for a Guest Resource Specialist that would end in June 2023. Rosa was eager to apply for the chance to work at WorkSource again. Staff assisted her with the process as needed and Rosa was offered the job in March 2023. She is earning \$21.79 an hour and will be receiving benefits. She has achieved her personal and career goals through the assistance of the program and staff.

Training: 17 total

4 Welding to end 4/23	8 CDL to end 4/23	1 CNA to end 8/23
2 Nursing Assistants to end 4/23	1 Certified Digital Marketing to end 6/23	1 Bookkeeping QuickBooks & Payroll Management to end 6/23

Total Employed Exits:

Employed exit outcomes for federal EcSA are currently behind target as customers are working through training courses and have not yet entered into employment. Currently, 17 customers are participating in training services under Federal and State EcSA. Outcomes will be reported in future months.

March 2023

Monthly Data-March 2023

Total program (OSY/Open Door) enrollments: (OD+OSY)-Co-enrolled=544 (including carry-ins)

GED month-to-date: 4

GED YTD: 48

Co-enrollment month-to-day: 2

Co-enrollment YTD (Includes carry over): 49

Summary

Enrollment continues to increase. OSY enrolled 24 new customers in March. Open Doors enrolled 45. Spring graduation was held on March 16th at a new venue to accommodate the growing number of attendees. The graduates wore caps and gowns, crossed the stage, and were handed their certificate to “Pomp and Circumstance”. We received great feedback from the attendees about the venue and the new format. The team did a great job creating this special event.

Work continues with planning for the “Future Fest” event that will be held in May. We have had many business and training providers already RSVP to attend.

Student Learning

Both programs continue to outperform previous months in the number of enrollments. Workshop attendance is steady. We proctored 71 GED tests with a pass rate of 79%!

Continuous Improvement

Both programs are working on new ventures to grow TC Futures. Open Doors has grown to include Finley and is working to increase the award of credit for enrollees who complete their GED preparation work and testing.

Qualified Case Management and Instruction

Career Path Services secured OHDC funding to provide additional resources for customers at TC Futures. Open Doors has budgeted for a new case manager in the coming school year and hopes to hire for this position before summer to allow for training.

Moving Forward

Work continues for the WSAC Challenge Grant. The partnership is working together on responding to Round 11 of the Program Builder, Career Connected Learning Grant opportunity.

For more information, please contact TC Futures Director Melanie Olson by calling 509-537-1706 or emailing molson@esd123.org.

Vision

The Benton-Franklin Workforce Development Council contributes to our prosperous community by elevating the human potential



Mission

Promoting a prosperous community by providing a progressive workforce system

Benton-Franklin Workforce Development Council (BFWDC) is one of the twelve (12) local/regional workforce development areas designated by the Governor of Washington State. The BFWDC coordinates and leverages workforce investments and strategies with stakeholders from education, economic development, labor and community-based organizations to advance the economic health of their respective communities through a skilled and competitive workforce

March 2023 Liaison Report

Program Year July 2022-June 2023



A proud partner of the AmericanJobCenter network

Providing Employment and Training Services to Job Seekers and Employers

Total Staff Assisted Job Seekers: 863 (-56)
Total Staff Assisted Services to Job Seekers: 1984 (+41)
Unique Number of Businesses Served: 66 (-5)
Staff Provided Business Services: 151 (+8)

For More information contact 509-734-5900 or visit WorkSourceWA.com



Creating Pathways to Success for Youth and Young Adults 16-24

TC Futures Total Youth Enrolled (YTD): 544 (+36)
Out-of-School Youth (OSY) Program (YTD): 188 (+8)
Co-enrolled in Both Programs: 49 (+2)
Total Youth attained GED: 48 (+4)
Total OSY Employed and/or Post-Secondary Exits: 75 (+14)

For more information contact 509-537-1710 or visit TCFutures.org

Workforce Innovation and Opportunity Act (WIOA) Title 1 Programs Employed Outcomes

*Youth * Adult * Dislocated Worker/Rapid Response * QUEST*

Total Participants Served (YTD): 537
Monthly-to-Date Target: 449 (120%)

Total Employed Exits (YTD): 181
Monthly-to-Date Target: 223 (81%)

Additional BFWDC Programs

Economic Security for All (FEDERAL EcSA)

Participants Served (YTD): 159 Monthly-to-Date Target: 140
Total Employed Exits: 49 Monthly-to-Date Target: 75

Economic Security for All (STATE EcSA)

Participants Served (YTD): 65 Monthly-to-Date Target: 43
Total Employed Exits: 27 Monthly-to-Date Target: 27

Community Development Block Grant (CDBG)

Site Placements: 8 Program Target: 12
Low/Middle Income Served: 85,553 Program Target: 40,000

Outreach to Historically Disadvantaged Communities

Referrals Made: 804 Monthly-to-Date Target: 300
Customers Reached: 5837 Program Target: 1,110

NOTE: WorkSource is fully open to the public (including appointments, workshops, and walk-ins). Please visit WorkSourceWa.com or TCFutures.org for a full menu of services and/or to schedule an appointment.

The Benton-Franklin Workforce Development Council is an Equal Opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay: 711

Benton-Franklin Workforce Development Council (BFWDC)

Benton and Franklin County Business Demands (February)

Employment Security Department Labor Market Information

Source: <https://esd.wa.gov/labormarketinfo>

Benton County Unemployment: 6.9%

Franklin County Unemployment: 9.1%

Tri-Cities Employment (February 2023)	Jobs	MoM	% Change	YoY(21)	% Change	COVID Recovery
Total Nonfarm	124700	1,000	0.8%	4,900	4.1%	159%
Total Private	105000	700	0.7%	4,100	4.1%	163%
Goods Producing	19700	100	0.5%	1,200	6.5%	160%
Mining, Logging, and Construction	10300	-	0.0%	(100)	-1.0%	73%
Manufacturing	9400	100	1.1%	1,300	16.0%	400%
Service Providing	105000	900	0.9%	3,700	3.7%	159%
Private Service Providing	85300	600	0.7%	2,900	3.5%	164%
Trade, Transportation, Warehousing and Utilities	21400	-	0.0%	200	0.9%	240%
Retail Trade	14100	100	0.7%	(100)	-0.7%	163%
Financial Activities	4300	-	0.0%	-	0.0%	100%
Professional and Business Services	22600	200	0.9%	1,100	5.1%	317%
Administrative and Support Services	12300	100	0.8%	500	4.2%	500%
Educational and Health Services	20100	300	1.5%	900	4.7%	264%
Leisure and Hospitality	12600	100	0.8%	600	5.0%	116%
Food Services	9800	100	1.0%	200	2.1%	126%
Government	19700	300	1.5%	800	4.2%	118%
Federal Government	1200	100	9.1%	-	0.0%	100%
Total State Government	2900	-	0.0%	-	0.0%	-50%
Total Local Government	15600	200	1.3%	800	5.4%	156%

Other News

- WSCB received final results from the PY21 Wagner-Peyser Self-Appraisal. All elements were met and a coaching/training plan is not needed. Best practices noted by the monitoring team include:
 - WSCB is linked to a large network of partners beyond the site to provide wrap around services to our customers in alignment with community and regional strategies.
 - Actively seek input via customer surveying and post interaction staff follow ups.
 - We have a philosophy of “meeting the customer where they are at.”
- WSCB Equal Opportunity Monitoring results from February were received and there were not any findings.
- Sonar Insights has delivered the final report of the OHDC Communication Research Project, which investigated optimal methods of outreach targeting BIPOC, Monolingual Spanish Speakers, Persons with Disabilities, Single Parents, and LGBTQIA+ Communities, to the BFWDC. We plan to use the results to coordinate amongst our system on messaging to ensure we are reaching all populations and demographics.

For up-to-date information please follow BFWDC, WorkSource, and/or TC Futures on Facebook.

Questions about this report?
 Contact David Chavey-Reynaud
 Phone: 509-734-5988

Email: dchavey@bf-wdc.org
www.bentonfranklinwdc.com
Contact us at 509-734-5988



The Benton-Franklin Workforce Development Council is an Equal Opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay: 711



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WorkSource Operator Report
 Benton Franklin Workforce Consortium
 March 2023

March Highlights:

- We received final results from the PY21 Wagner Peyser Self Appraisal. All elements were met and a coaching/training plan is not needed. Best practices noted by the monitoring team include:
 - WSCB is linked to a large network of partners beyond the site to provide wrap around services to our customers in alignment with community and regional strategies.
 - Actively seek input via customer surveying and post interaction staff follow ups.
 - We have a philosophy of “meeting the customer where they are at.”
- Local EO Monitoring results were received. There were not any findings.

WorkSource Site Operations:

Customer Counts 3/1-3/31/23		
Total Staff Assisted Seekers	863	
Total Staff Assisted Services	1984	
<i>Basic Career Services</i>	1745	
<i>Individualized, Training, and Support Services</i>	236	
Unique Number of Businesses Served	66	
Staff Provided Business Services	151	
	Services Provided	Businesses Served
<i>Business Assistance</i> WorkSourceWA.com, Rapid Response, Business Friendly Programs, etc.	6	6
<i>Employee Training</i> Assessment, referral, enrollment, etc.	5	3
<i>Other</i> Employer outreach visit, marketing business services, etc.	91	38
<i>Recruitment</i> Hiring events, referrals, etc.	49	32
<i>Wage & Occupation Information</i> Labor Market Info, etc.	0	0

Data reporting Sources - Job Seeker Services: ETO Seekers Served by Office, ETO Local Reporter Services Report OPTIMIZED; & Business Services: ETO Staff Provided Business Services (4/10/23).



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March 2022 Customer Feedback:

- 43 survey responses were received via Jotform:
 - Of the customers who responded, 77% will refer family and friends. (It should be noted that all but one of ten individuals that stated that they will not refer others reported a positive experience and had no suggestions for improvement.)
- WSCB Team members engaged customers to ensure their needs were met and to identify actionable feedback. A total of 24 comments were collected to include areas we exceeded expectations and suggested improvements.
- We also received a 5-star review on Google Business thanking Lisandra Valencia for helping (them) make their dream of being a professional truck driver come true and providing “phenomenal” experience.
- Customer Feedback – *What we did well:*
 - “One person stands out, Ric Valdez as extraordinary...(He) went above and beyond to help me.”
 - “Chante has been extraordinarily helpful and encouraging. She has regularly checked in with me and continues to seek opportunities for me to look into or consider.”
 - “Everyone is helpful here. As my career coach- you (Elina) are very patient, and thorough person. Easy to communicate with.”
- Customer Feedback – *What we can do better:*
 - We received the following actionable, specific feedback in March to be addressed in April:
 - “Listening to my situation and needs first before jumping into what you think I might need.”
 - “Find ways to work with employers to consider taking on those with less experience than they are seeking, training up those who can usher in the next generation of the workforce...and bring back employer incentives for hiring those newly graduated.”

Service Delivery

Career Services:

- One on one services highest in demand include desktide job seeker assistance, provision of workforce information, and basic assessment. Translation/interpretation services were provided 151 times in March, or 8% of staff assisted services.
- LinkedIn Learning – Our team continues offering online learning to customers who are interested and can benefit. Here are our engagements to date:

Dates	Invited	Activated Licenses	Courses Viewed	Courses Completed	Videos Viewed	Videos Completed
7/1/22 – 4/10/23	223*	138	660	184	4634	4035

*This includes staff and customers who have had access, however, no longer hold an active license.



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Business Services:

- In preparation for the Boeing hiring event on April 12th, the team hosted a tour for Leslie Paterson and have worked diligently to share the event with the community.
- We are seeing a ramp up in hiring for jobs in the agriculture sector, including H2A referrals and placements. Of high need are individuals for asparagus harvest.
- Our Local Veteran Employment Representative (LVER) continues to work closely with businesses and our Disabled Veteran Outreach Program Specialist (DVOP) to ensure placement of qualified veteran customers. In response to business and job seeker need, we will host a meet the employer event in April rather than the traditional resume workshop in partnership with local employers. Businesses will share what their company is looking for in a resume, how to translate past military skillset and past employment skillset into a new career field.
- Upcoming Events –
 - Meet the Employers for Veterans & Military Spouses: 4/11 from 2-4pm with Mock Interviews by appointment from 4-5pm
 - Boeing Hiring Event: 4/12 from 10am-2pm
 - 2023 Spring Career & Internship Fair: 4/25 from 10am-2pm

Community Connections:

- 3/2: Co-hosted an informational tour of WSCB in partnership with the BFWDC Business Engagement Manager (BEM) for Lynne Follett, Economic Development Specialist with the City of Richland.
- 3/7: Executed our first non-IFA Partner MOU with SDI (account holder for Assurance Wireless, contractor for Federal Free Phone Program), who is now providing free phone services onsite Tuesday, Wednesday, and Thursday from 10am-2pm.
- 3/9: Met with Sonee Kulaga Wilson, Mission Services Manager, & Heather Peterson, Director of Mission Services, to iron out details of an MOU which will allow Goodwill to provide digital literacy workshops onsite at WSCB and WSCB team members to serve our mutual customers at the Pasco Employment Connection Center.
- 3/20: Met with Carolyn Busch from Department of Commerce to host a tour and discussion around WSCB business and job seeker customer needs, how we are working with our college partners to provide education and training opportunities, and ways state partners can support through policy and funding.
- 3/22: Co-hosted an informational tour of WSCB with the BFWDC BEM, for Joan Giese, Associate Professor of Career Track with the WSU Marketing Department.
- 3/24: Visited the Sunnyside WorkSource for a tour and introduction with Ricardo Arce, ESD Supervisor. Shared outreach resources and discussed resources for common painpoints/successes.
- 3/29: Attended the quarterly Program Coordinating Committee (PCC) meeting hosted by the Pasco Housing Authority to present on WorkSource Services. The focus of the meeting was job search and training. This was also an opportunity to hear from a participant of the Family Self Sufficiency program, which supports individuals in saving for home ownership.



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- 3/30: Co-hosted an informational tour of WSCB with the BFWDC BEM for Maria Pena, Certified Business Advisor with the Small Business Development Center, and Raul Contreras, Assistant Director of the Tri-Cities Hispanic Chamber of Commerce.
- Planning for HS+/GED & English Learning Acquisition (ELA) classes onsite at WSCB and in the community in partnership with CBC continue. We are in the process of promoting recruitment of adjunct professors to move this work forward. Our planned start date is Summer 2023.

Staff Training & Development:

Training/Development Attended:

- 3/1: Cross Training – Veterans Services, January Customer Feedback Improvements, Safety Training – Ladders, WSCB Business Updates
- 3/8: Policy Training – Concern & Complaint Process
- 3/15: Customer Kudos, Cross Training – Rapid Response, February Data Review, WSCB Business Updates
- 3/29: New Team Member Meet & Greet, Monitoring Kudos, Roundtable (in person)

Upcoming Training/All Staff Meetings:

- 4/5: New Team Member Meet & Greet, Monitoring Kudos, Roundtable (virtual)
- 4/12: Policy Training: Branding, February Customer Feedback Improvements, WSCB Business Updates
- 4/19: Customer Kudos, Cross Training – Adult, Dislocated Worker, & EcSA; March Data Review; WSCB Business Updates

Facilities:

- 3/1 & 3/2: Unifirst completed repairs and reinstallation of hand sanitizer dispensers.
- 3/8: Introductions and tour with Derrick Stricker, Real Estate Agent, with intent to familiarize with operational needs for potential new WorkSource Columbia Basin lease site.
- 3/14: Perfection Glass completed initial assessment of door pressure to ensure alignment with ADA guidelines.
- 3/15: Introductions and tour with Derrick Stricker and architect partner in follow up to previous week's meeting.
- 3/16: Tour and review/troubleshooting of HVAC issues with Mary from Goodwill Facilities.
- 3/17: Service call from Cintas for AED battery replacement.
- 3/22: Unifirst completed repairs and reinstallation of hand sanitizer & soap dispensers.
- 3/23: Perfection Glass performed door pressure adjustment of 7 doors according to ADA guidance.
- 3/27: New Guest Wi-Fi password signage ordered in preparation for 4/1 password change.

Respectfully submitted by C. Bright on 4/10/23

[Note: Job seeker services data was researched with the WIT team as some discrepancies were noted between reports in January & February. Further research on data definitions is in progress and discrepancies are still not reconciled. March data is not include and both reports align.]